



Healthy together

2021 Open enrollment period presentation for
County of Sonoma

County of Sonoma: Experience the Kaiser Permanente difference



Your choice of great doctors and a wide range of specialists



High-quality care with a connected team



Convenient care near you



Stay on top of your health with our all-in-one Medicare health plan



Great reasons to choose Kaiser Permanente

Get care that fits your life

At Kaiser Permanente, care and coverage come together — so you can stay on top of your health with an all-in-one package.*

- **Your doctor, your choice**

Browse our doctor profiles at kp.org/searchdoctors and choose one based on what's important to you. And you can change to another available Kaiser Permanente doctor at any time, for any reason.

- **Specialty care when you need it**

You don't need referrals for certain specialties, like obstetrics-gynecology, psychiatry, and drug dependency services.

- **Coordinated and connected care**

Your doctor, nurses, and specialists work together to keep you healthy. They're connected to each other, and to you, through your electronic health record. That way, you get personalized care that's right for you.**

- **Personalized care for all members**

Care at Kaiser Permanente isn't one-size-fits-all. Many of our doctors and staff speak more than one language, and we offer telephone interpretation services in more than 150 languages.

* Includes Medicare Part A hospital care, Part B medical services, and Part D prescription drug coverage in a single plan.

**When you receive care at Kaiser Permanente facilities.

Quality you can count on

- **Feel confident with Star quality***

For peace of mind knowing you're getting a quality plan, check out how highly rated our Medicare health plans are at kp.org/medicare.

- **Advanced research, advancing care**

As one of the advanced research organizations outside of university systems, we conducted more 4,500 studies in 2015, pioneering new ways to prevent and treat illness.

- **Innovation that's centered around you**

Connected through your electronic health record, your care team knows when you're due for a screening and what medications you're taking. Together, they help ensure nothing gets missed or forgotten, so you get personalized care.

*Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next. Centers for Medicare & Medicaid Services Health Plan Management System, Plan Ratings 2020.

Your care, your way

Get care where, when, and how you want it. With more options to choose from, it's easier to stay on top of your health.



In person: Most of our locations have many services under one roof, so it's easy to do more in one trip.



Email: Email your doctor's office anytime with nonurgent questions. You'll usually get a response within 2 business days — if not sooner.



Video: For some conditions, you can meet face-to-face online with your doctor on your computer, smartphone, or tablet.¹ Learn more at kp.org/mydoctor/videovisits.



Phone: You may be able to save a trip to the doctor's office by having a phone appointment instead. We also offer care guidance and advice by phone 24/7.



Online: Stay on top of your care at kp.org. Once you're registered, you can view your medical record, refill most prescriptions, schedule routine appointments, and more.



Mobile app: Manage your care anytime, anywhere. Access many of the features on kp.org with the Kaiser Permanente mobile app.² Learn more at kp.org/mobile.³

¹When receiving care at a Kaiser Permanente facility. All online features may not be available in some areas.

²To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. ³See note 1.

Convenient care near you

- **Many services under one roof**

Do more in less time. In most of our facilities, you can see your doctor, get a lab test, and pick up prescriptions — all in a single trip.

- **Convenient access**

We offer same-day, next-day, after-hours, and weekend services at many of our locations.

- **Get care anywhere**

With multiple locations to choose from, it's easy to find one nearby. You can also see different Kaiser Permanente doctors at different locations — whatever works best for you.



Worldwide coverage when you travel⁵

- If you get hurt or sick while traveling, we'll help you get care. With Kaiser Permanente, you're covered for **emergency and urgent care anywhere in the world**.^{4,5}
- We can also help you before you leave town by checking to see if you need a vaccination, refilling prescriptions, and more.
- Just call our 24/7 **Away from Home Travel Line** at **951-268-3900*** or visit **kp.org/travel**.



⁴If you need emergency or out-of-area urgent care, you can get care from any provider. Check your **Evidence of Coverage (EOC)** for details.

⁵In the Mid-Atlantic States Region, all Direct Pay Kaiser Permanente Medicare Plus High Option Cost and Standard Option Cost plan members have worldwide emergency care and urgent care coverage, and all Direct Pay Kaiser Permanente Medicare Plus Basic Option Cost plan members have emergency care and urgent care coverage while inside the United States and its territories only.

*This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for landlines and "+1" for mobile before the phone number. Long-distance charges may apply, and we cannot accept collect calls. This phone line is closed on major holidays.

Tools and resources for good health

Good health goes beyond the doctor's office, so we offer many additional resources.

- **Online wellness tools:** Visit **kp.org/healthyliving** for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.
- **Healthy lifestyle programs:** Connect to better health with programs to help you lose weight, quit smoking, reduce stress, and more — all at no cost. Learn more at **kp.org/healthylifestyles**.
- **Health classes:** Sign up for health classes and support groups at many of our facilities. See what's available near you at **kp.org/classes** — some may require a fee.
- **Personal wellness coaching:** Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no cost. Find out more at **kp.org/wellnesscoach**.



Kaiser Permanente Senior Advantage For County of Sonoma

Kaiser Permanente Senior Advantage

- The Kaiser Permanente Senior Advantage plan is a Medicare Advantage plan for people with Medicare.
- The Kaiser Permanente Senior Advantage plan provides services covered by Medicare — including **Medicare Part D prescription drug coverage**.
- As a Kaiser Permanente Senior Advantage member, you get your Medicare benefits through Kaiser Permanente.
- The Medicare program pays Kaiser Permanente to manage health care for people with Medicare (our Kaiser Permanente Senior Advantage members).



High Medicare Star Quality Ratings You Can Depend On*



Feel confident with Star quality

For peace of mind knowing you're getting a quality plan, check out our highly rated* 2020 Medicare health plans at **kp.org/medicarestars**.

* Every year, Medicare evaluates plans based on a 5-star rating system.



Overview of your plan's benefits

Kaiser Permanente Senior Advantage (HMO) with Part D — 2021 County of Sonoma Retirees

This table highlights some of the benefits of your group*:

Services	Senior Advantage (HMO) with Part D
Annual Out-of-Pocket Maximum	\$1,500 per calendar year
Lifetime Maximum	None
Office Visits	\$10 per visit
Lab/X-rays	No charge
Outpatient Surgery	\$10 per procedure
Hospitalization Services	No charge
Emergency Services	\$50 per visit
Ambulance Services	\$50 per trip
Prescription Drugs (Generic and Brand)	\$5 for up to a 100-day supply \$10 for up to a 100-day supply
Durable Medical Equipment	20% Coinsurance
Eyewear	\$150 allowance every 24 months

*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.

Added support to help you thrive¹



ClassPass reduced rates on fitness classes



Self-care apps Calm and myStrength



Wellness Coaching by Phone



Online healthy lifestyle programs, videos, podcasts, recipes, and more



Reduced rates on specialty care services like acupuncture, chiropractic care, and massage therapy



On-site health education classes and support groups²



Seasonal farmers markets³

1. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. 2. Classes vary at each location and some may require a fee. 3. Not available in all areas.



Getting started as a new member is easy

3 easy steps to get started

- ① Choose your Kaiser Permanente doctor — and change to another available Kaiser Permanente doctor anytime.
- ② Create your online account at **kp.org**.
- ③ Go to **kp.org/newmember** for more details, including how to fill prescriptions and get care.

Questions?

Ask your Kaiser Permanente retiree consultant about our Medicare health plans.

1-866-608-1523 (TTY 711)

In California, Maryland and the District of Columbia, Kaiser Permanente is an HMO plan and a Cost plan with a Medicare contract. In Hawaii, Oregon, Washington, Colorado, and Georgia, Kaiser Permanente is an HMO plan with a Medicare contract. In Virginia, Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Benefits, premium and/or copayments/coinsurance may change on January 1 of each year, and at other times in accord with your group's contract with us.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply.

You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll..

The pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

A photograph of three men in white baseball uniforms with dark caps, clapping and smiling on a field. The man in the foreground is wearing a jersey with "Bad Co" visible. The background shows a chain-link fence and bright sunlight.

Thank you